

## Electronic Acknowledgement Receipt

<b>EFS ID:</b>	4544006
<b>Application Number:</b>	10741519
<b>International Application Number:</b>	
<b>Confirmation Number:</b>	4453
<b>Title of Invention:</b>	Providing user information and control over a contact within a contact centre
<b>First Named Inventor/Applicant Name:</b>	Michael O'Keeffe
<b>Customer Number:</b>	23644
<b>Filer:</b>	William M. Lee/debbie espinosa
<b>Filer Authorized By:</b>	William M. Lee
<b>Attorney Docket Number:</b>	920673-95341
<b>Receipt Date:</b>	31-DEC-2008
<b>Filing Date:</b>	19-DEC-2003
<b>Time Stamp:</b>	14:25:22
<b>Application Type:</b>	Utility under 35 USC 111(a)

### Payment information:

Submitted with Payment	yes
Payment Type	Deposit Account
Payment was successfully received in RAM	\$ 130
RAM confirmation Number	9045
Deposit Account	120913
Authorized User	
The Director of the USPTO is hereby authorized to charge indicated fees and credit any overpayment as follows: Charge any Additional Fees required under 37 C.F.R. Section 1.21 (Miscellaneous fees and charges)	

**File Listing:**

Document Number	Document Description	File Name	File Size(Bytes)/ Message Digest	Multi Part /.zip	Pages (if appl.)
1	Amendment/Req. Reconsideration-After Non-Final Reject	95341responseto932008OA12312008.pdf	765666 c39d86f7a6b6d4a6727be62708953d69d457c6d6	no	19
<b>Warnings:</b>					
<b>Information:</b>					
2	Extension of Time	95341EOT12312008.pdf	31581 a6b72ba1f688b7517d66247be1b9d8ce40b69017	no	1
<b>Warnings:</b>					
<b>Information:</b>					
3	Fee Worksheet (PTO-05)	fee-info.pdf	29983 2b0d4cd0-57f7b-75a8a75887b3c3986c6d50f1b5	no	2
<b>Warnings:</b>					
<b>Information:</b>					
<b>Total Files Size (in bytes):</b>			827230		

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**New Applications Under 35 U.S.C. 111**

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

**National Stage of an International Application under 35 U.S.C. 371**

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

**New International Application Filed with the USPTO as a Receiving Office**

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.